

5 December 2003

N11 Investigation  
101 South 8th Street  
Philadelphia, PA 19106

Re: Phone calls never made

Dear Sir/Madam,

I have called, I have written, I have faxed to you.

On the advice of my attorney, I am paying my Bell South Bill, including your charges. However, we expect an immediate credit in the sum of \$10.03 for calls never made.

As I have said, I am an elderly woman. I am not up at 10PM or afterwards. I could never have made calls at the same moment from 2 different phone numbers in my home.

I have had no guests who could have made such calls.

I expect immediate credit to my Bell South bill or a check sent to me at the above address in the immediate future.

Thank you for your prompt cooperation. I hate to start bothering with law suits (though my son, my daughter, and son in law are attorneys) or with the FCC, but this has gone far enough.

I am enclosing copies of my original bill and fax sent to you.

Thank you for your prompt cooperation.

Yours very truly,

Sylvia D. Chassen

/sdc  
encl.